

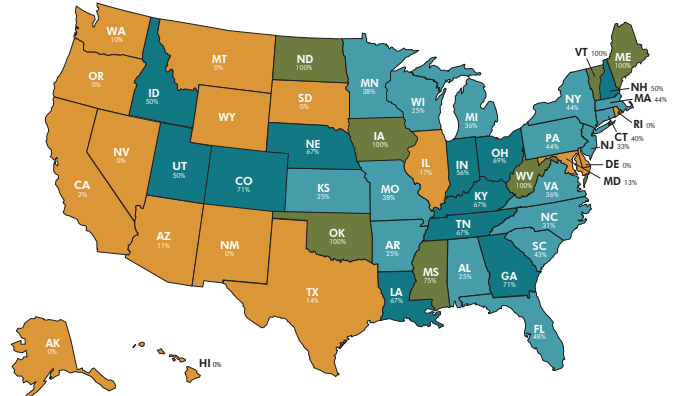
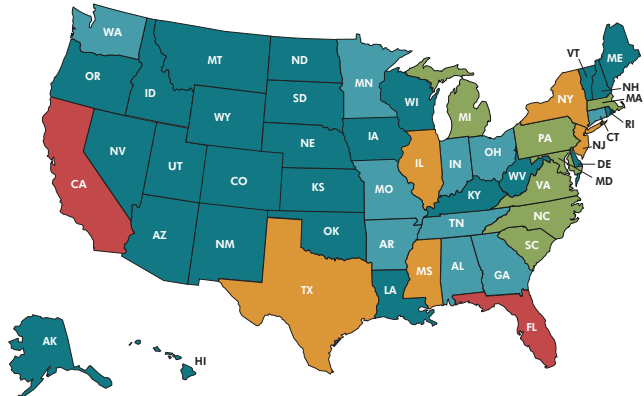
MEDICARE COMPLAINT HOTLINE

2,701 Total PFQC Complaints Received

120 Total Complaints Reported by CMS

MEDICARE BENEFICIARY HOTLINE COMPLAINTS by state

PERCENT OF LEGISLATIVE SUPPORT FOR H.R. 1717 by state



Number of Complaints

175 - 225 125 - 174 75 - 124 25 - 74 Under 25

100 - 75% 74 - 50% 49 - 25% 24 - 0%

COMPLAINT TYPE

■ = 50

872 Change of provider / Was happy with the old provider / Quality of care received was excellent / Provider was local to the area / No choice / Rights violated, unhappy with new policy



687 Difficulty receiving supplies / Not able to receive supplies



169 Cost to beneficiary is increased



167 No provider available for wheelchair repair



161 Process difficulty finding new provider



151 Product of choice unavailable



109 Timeliness of receiving equipment/supplies a problem



94 Quality of care / service is poor



88 Distance from provider too far



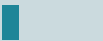
82 General confusion / Poor communication from CMS



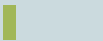
53 Medical professional concern for patient (non-DME)



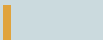
28 Complaint about specific company



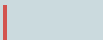
18 Concern for patient well-being by beneficiary/caregiver



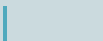
10 DME provider call on behalf of patient



5 CMS-approved suppliers are not accredited



5 Using multiple providers is inconvenient



MEDICAL EQUIPMENT USED



30% Contacted 1-800-Medicare with their problem before calling complaint hotline

68% Connect to Congressional Switchboard

100% Instructed to call 1-800-Medicare if they haven't yet